

Get Involved in Systems Redesign

- ◇ Share a FISH idea
(Fresh Ideas Start Here)
- ◇ Visit the Systems Redesign
SharePoint or Internet Site
to View Projects
- ◇ Join a Bi-monthly Systems
Redesign Brown Bag Lunch
- ◇ Sign-Up for a Systems
Redesign Training Open to
Staff and Veterans
(see back panel)



LEAN Systems Redesign 3-Day Workshops:

Dates

Tues Jan 20-22
Tues Feb 17-19
Tues Mar 17-19
Tues Apr 21-23
Tues May 19-21
Mon Jun 22-24
Tues Jul 28-30
Tues Aug 25-27
Tues Sep 29-01

Course

Yellow Belt
Admin Yellow Belt
Green Belt
Value Stream/ROI
Yellow Belt
Yellow Belt
Yellow Belt
Green Belt
Black Belt

Links to TMS registration are
in the Announcements section of the
Systems Redesign SharePoint
(VA PCs only):
<http://bit.ly/RenoSR-SP>

Email: VHARENSystemsRedesign@va.gov

VA Sierra Nevada Health Care System

Systems Redesign Coordinators

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LEAN Systems Redesign

Improving Health Care
for Veterans by
Improving Health Care
Processes



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

Providing World Class Care and Service to America's Heroes



LEAN Overview

“Lean provides a way to **specify value**, line up value-creating actions in the **best sequence**, conduct these activities **without interruption** whenever someone requests them, and perform them more and **more effectively.**”

-from Lean Thinking, by James Womack and Daniel Jones (1996)

5 LEAN Principles

1. **Value**
Value is determined by the “end customer” – the Veteran.
2. **Value Stream**
Linking processes or steps that provide value to the Veteran.
3. **Value flows without interruption**
Identify ideal Veteran experience, streamline the process and eliminate waste to achieve it.
4. **Allow customer to “pull” value from process**
Available when Veteran wants it.
5. **Continuous pursuit of perfection**
Reliable and sustainable systems design.

LEAN Philosophy

1. Respect for all People, Patients, and Society
2. Continuous Improvement



LEAN and Veteran-Centered Care

- We practice respect for Veterans and staff.
- The Veteran defines value and staff provides it.
- Quality is the result of a continuous improvement mentality.
- The staff is engaged and supported.
- Veterans and staff are empowered to collaborate in the provision of care